

Job Description
Missouri State Highway Patrol

Class Title: Criminal History Technician Supervisor

Title Code: V00575

Effective Date: 05/02/00

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor:

Position Supervised: Criminal History Technicians

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is highly responsible supervisory work in the area of criminal history reporting and file integrity in the Criminal Records and Identification Division.

The employee is responsible for coordinating and overseeing the flow of incoming data from NCIC, Missouri and out-of-state agencies to ensure that records are entered and kept with the best quality and integrity, and assists in identifying and resolving Criminal History File Integrity problems; reviews and develops new or revised forms and reports of output data to user agencies. Supervises criminal history technicians and AFIS entry operators involved in processing of criminal history data. Work is performed under general supervision by a designated superior.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises and coordinates the work of criminal history technicians and AFIS entry operators assigned to process criminal history data to ensure a smooth flow of work in meeting deadlines; reviews work for accuracy, completeness, and timeliness; conducts performance appraisals.

Supervises the process of entering and reporting criminal history data to the public and other law enforcement agencies statewide; verifies the accuracy and completeness of criminal history records in response to record challenges and routine inquiries by FBI Agents and civilians; researches and responds to inquiries requesting statistical data.

Maintains the integrity of the statewide criminal history files, terminal operators, system access, message routing of interstate and intrastate activity, and other matters pertaining to File Integrity; identifies and integrates criminal history reporting procedures according to legal statutes and departmental policies and procedures.

Responsible for the preparation and dissemination of various reports and files pertaining to FBI disposition errors, sex offender registration, Interstate Identification Index (III), etc.

Coordinates petitions and court orders of expunged records with the Attorney General's office; oversees the filing process of all correspondence related to such court orders; acts as a liaison to the FBI regarding expunged and/or deleted criminal records.

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Assists in the development of forms for output of data to user agencies on a statewide basis; prepares and distributes computer output of file validations to user agencies; assists in establishing validity of input data and the accuracy of such data on a statewide basis.

Serves as a coordinator with other user agencies on a statewide basis for the flow of incoming and outgoing data; researches and collects background data for legislative review; reviews legislation for impact on criminal history reporting and dissemination; drafts legislation, administrative rules, policies, and procedures as required.

Performs file maintenance of criminal history records and reviews file samples to ensure accuracy, integrity, and timely entry of records.

Prepares and maintains workflow of related criminal history records, files, and documentation; prepares and presents criminal history record information to other law enforcement agencies for informational or educational purposes.

Operates computer terminal on the State, NLETS, and NCIC systems.

Enters criminal history data via the computer terminal.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of record entry and quality control policy, standards, and procedures.

Thorough knowledge of computer operations and data entry procedures as related to the entry, storage and dissemination of criminal history information.

Thorough knowledge of modern office procedures and methods as they apply to quality control activities.

Thorough knowledge of MULES, NCIC, and Department of Corrections computer files.

Thorough knowledge of Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history information.

Thorough knowledge of the CHRS/CJ02 systems.

Working knowledge of basic principles and techniques of supervision.

Ability to train criminal history technicians and AFIS entry operators in the proper processing and dissemination of criminal history data.

Ability to explain and implement new working procedures.

Ability to supervise others in a professional and diplomatic manner.

Ability to work with criminal history records in a confidential and professional manner.

Ability to recognize irregularities of record entries as related to quality control procedures.

Ability to establish and maintain harmonious working relations with others.

Ability to operate the computer terminal as related to record entry and message routing.

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Ability to maintain accurate records, files and documentation.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to type 40 words per minute with ten (10) or less errors.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from high school or possess a GED.

AND

Five years experience as a Criminal History Technician II or comparable experience.

NECESSARY SPECIAL REQUIREMENTS

Must be MULES certified.